

For Internal Use Only

Ref: WWW001 / /
Int:



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123Telecom Service Contract for Non-Geographic-Numbers & Services.

1 Company Details

Contact Name: Title: _____ Name: _____ Surname: _____

Company: _____

Address: _____

Phone: _____ Fax: _____ Email: _____

2 Tariff, Payment Terms, & Itemised Billing Requirements

123Telecom Tariff Name: _____ Payment by: Direct Debit

3 NGN's to be Allocated or Ported from another carrier

NGN Number	Target Number	NGN Routing (Std, CallPlan or Other)	Name of current carrier if an existing number is being ported.

4 Charges

SETUP COST: _____ MONTHLY CHARGE: _____ PRICE PER MINUTE: _____

INCLUSIVE MINUTES (0800 only): _____ NB: All prices quoted are excluding VAT.

5 Terms & Conditions of Service

- Any NGN charges owed to 123Telecom will be collected by Direct Debit apx 21 days after invoice.
- The customer has the right to change the target number of NGN numbers with Std Routing as required. Seven working days notice is usually required for changing a target number, and the new target number must be confirmed by Post, fax or email.
- In the event of the customer ending the use of an NGN services with a monthly charge within the first 12 months, 123Telecom shall reserve the right to immediately invoice the client for unpaid monthly service charges due in the first 12 months.
- The NGN number(s) cannot be ported to any other network without 123Telecom's written consent and pre-payment of the porting fee. Porting fees are typically £100 plus a volume charge based on the number of inbound calls in the last 12 months.
- Services using the NGN number can be ceased at any time by the customer, however 123Telecom shall not reallocate the number until a 90 day period has elapsed.
- Although NGN numbers and charging rarely change, 123Telecom cannot be responsible if any higher body such as OFCOM passes legislation to change NGN numbers or associated charging, at which point the customer may incur higher usage costs.
- The customer accepts that the functionality provided by NGN numbers can slightly increase the delay before a dialled number starts to ring. The additional delay is typically 2 seconds and such delays are a characteristic of NGN services and not a fault.
- 123Telecom Limited shall make best endeavours to provide the service 24 hours a day, 365 days a year. The customer agrees that they will never request compensation from 123Telecom if there is/was a problem with the service. 123Telecom agree that 123Telecom is not in any way liable for any losses, or consequential losses, which may be caused by the any problem with the service.
- The customer authorises 123Telecom to immediate termination all services supplied to the customer by 123Telecom in the event of breach of these Terms and Conditions of service. Under such a termination of service, it is the customer's responsibility to make alternative arrangements and 123Telecom will not be liable for any costs or losses or consequential losses.
- In the event of the customer ceasing trading or entering administration, the customer authorises 123Telecom to suspend all services until any debts owed to 123Telecom have been paid.

6 Mandate & Authority

I, an authorised representative of the company, request that 123Telecom opens a NGN account for the company.

The company agrees to the terms and conditions above.

Sole traders agree that the term "company" in this agreement mean "the sole trader".

Authorised Company Representative

Signature: _____

Name: _____

Position: _____

Date: _____